



## Frequently Asked Questions

### **My Product is missing one or more parts, what should I do?**

Please email us at [Service+HD@acmecorp.com](mailto:Service+HD@acmecorp.com) or call 626-964-3456.

### **What is our lead time for shipping?**

Typically we ship within 24-48 business hours.

### **What kind of packaging do we use?**

ACME takes quality and customer satisfaction very seriously. We use plastic sleeves, bubble wrap, foam sheets, styrofoam, paper, and corrugated cardboard boxes as packing. All are designed to have no moving or shifting areas to minimize damage.

### **I have a question about installation, is there someone that can answer this?**

Please don't hesitate to contact us at [Service+HD@acmecorp.com](mailto:Service+HD@acmecorp.com) or call 626-964-3456; we are happy to help.

### **Do you have free shipping?**

No, under normal circumstances, the shipping costs are the customer's responsibility.

### **What is the warranty on your products?**

60-day manufacturer warranty for defects only. Normal wear and tear are not warranted. Visible damages not noted upon delivery will be determined to be customer damage and will not be warranted.